



Patents

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Baggenstoss et al.)	
)	Art Unit: 2614
Serial No.: 10/733,457)	
)	Examiner: Al Aubaidi, Rasha S
Filing Date: December 11, 2003)	
)	Confirmation No.: 8796
Title: Managing the Rate of Delivering)	
Performance Interventions in a)	Docket No.: 07117.105016
Contact Center)	

AMENDMENT AND RESPONSE

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Responsive to the Official Action mailed January 11, 2007, please enter the below amendments and consider the remarks that follow.

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05/16/2007 MGEEREN1 00000011 10733457

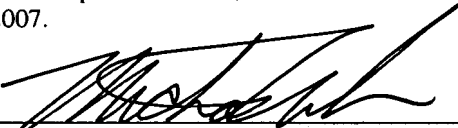
01 FC:2201

200.00 OP

02 FC:2202

250.00 OP

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on May 11, 2007.


Michael L. Wach, Reg. No. 54,517